

FortiClient™ Version 5

Frequently Asked Questions about Fortinet's Endpoint Protection

Is this an upgrade to FortiClient Premium, FortiClient (Connect), or FortiClient Lite?

FortiClient V5.0 consolidates the various FortiClient versions of past editions. It is now a no-cost, standalone client when not registered with a FortiGate. It continues to offer security features such as Industry-validated Antivirus, application firewall, web filtering & vulnerability scan.

How can I summarize the differences between the various FortiClient Editions to my customer/partner?

	FortiClient Premium (V4.2)	FortiClient (Connect) (V4.3)	FortiClient Lite (V4.3)	FortiClient V5.0
OS supported & Features	Windows: IPSEC & SSL VPN, FortiToken 2FA, WAN Opt., Host Firewall, Web Filtering, Antivirus, Antispam	Windows: IPSEC & SSL VPN, FortiToken 2FA, WAN Opt. MAC: IPSEC & SSL VPN, FortiToken 2FA	Windows: IPSEC & SSL VPN, FortiToken 2FA, Web Filtering, Antivirus	Windows: IPSEC & SSL VPN, FortiToken 2FA, WAN Opt., web filtering, application firewall, AV & Vulnerability Scan MAC: IPSEC & SSL VPN, FortiToken 2FA, web filtering, application firewall AV, & Vulnerability Scan
Pricing Model	Per-seat	One-time license on FortiGate to unlock maximum number of Concurrent Clients supported	Free	Free as standalone. One-time license on FortiGate to unlock maximum number of Concurrent Clients supported
Renewals	Per-seat annual renewals for Security Updates & Tech Support	FortiCare contract for FortiGate entitles Tech Support	No contracts available, Tech Support via support forum (self-help). Free security updates	FortiCare contract for FortiGate entitles Tech Support. Security updates are free
Management Support	Requires FortiManager V4.3, Client Administration, Setting Provisioning, Security update Repository	Requires FortiGate V4.3, Endpoint Compliance	N.A	Requires FortiGate V5.0, Endpoint Compliance, Client Administration & setting Provisioning
End of Support Date	14th May 2013	8th June 2014	N.A	TBA

What will happen to an existing FortiClient product? Is it still supported?

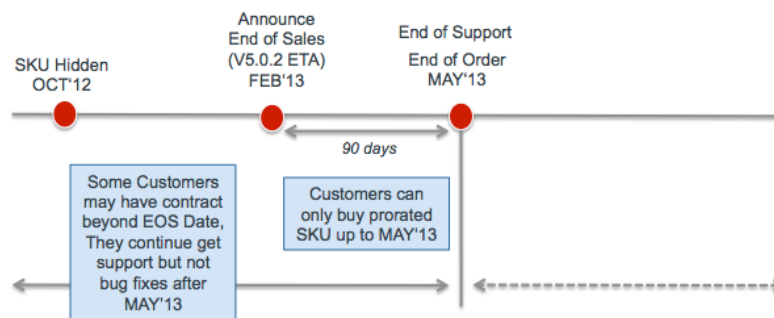
Please refer to the product life cycle document for details (<https://support.fortinet.com/EndUser/ProductLifeCycle.aspx>). Note that FortiClient Premium V4.2 will reach the End of Support date soon.

My customers would like to renew their FortClient Premium subscriptions as they plan for the migration to v5.0, can they do that?

Yes. Although the renewal SKUs are no longer on the pricelist. They are still available for order until the announced End of Order date. Look at the previous Q2-2012 pricelist for the SKUs, which is available on www.myfortinet.com for reference. We will announce End of sales in February 2013. From that point on we will only accept prorated renewals.

What happened to Technical Support and security updates for FortiClient Premium V4.2 after End of Support in May 2013?

We'll continue to provide security updates and technical support until the contracts end. After May 2013, customers will only receive "Advisory Support" that has no obligation to fix bugs.



What happens to customers who are running FortiOS 4.3 now?

If they wish to implement (or are already implementing) Endpoint Compliance, they may continue to download FortiClient V4.3 from the support website. For FortiClient Premium V4.2 users, they should note of the End of Support milestones and take appropriate actions to upgrade their FortiClients. Note that FortiClient V5 is not compatible with FortiOS V4.3's Endpoint Compliance.

How is it licensed?

The FortiClient may operate as a standalone client without license. To centrally manage the FortiClients and unlock more capabilities, a single perpetual endpoint control license is required for the FortiGate device managing those FortiClients. The license is enforced by the FortiGate and is not dependent on the number of clients installed, or the operating systems used. Each FortiGate model (except FortiGate-20C) comes with the ability to manage up to 10 concurrent clients without requiring a license. The license unlocks the FortiGate to the maximum number of managed clients.

Do you require any additional per FortiClient license if VDOMs are in use?

No. There are no additional licenses required besides the FortiClient license described above for the FortiGate device.

Do I need additional licenses for secondary box(es) in HA or clustering setup?

Yes. Licenses are required on any additional appliances in the cluster. Licenses are to be entered individual units.

What happened to customers who acquired the previous licenses for FortiOS V4.3 ?

Their licenses will not be affected after upgrading to FortiOS 5. However, note that in some cases, the max. registered client will change.

How do I encourage customers to migrate from previous implementations to managed FortiClient V5.0

FortiClient V5 with FortiGate is designed to meet today's evolving I.T environment and requirements. It is no longer just a mere host security application but also serves as an extension of mobile device security. Organizations can now seamlessly setup policies on the security gateway as well as mobile devices. Consistent security setting can now be implemented when the users are connected in their local networks as well as when they are away remotely.

In summary, FortiClient V5.0 offers:

- New platform support – Mac, iOS, Android
- Flexible control of central management (all settings, per-device, etc)
- Remote provisioning
- On-net / off-net protection

Can FortiOS V4.3 manage FortiClient V5.0?

No, just as FortiOS 5 cannot manage FortiClient V4.3. However, both FortiClient versions will still be able to establish VPN connections to a FortiGate device.

Can the FortiClient 5.0 be installed on a Windows Server?

No. It is not supported.

Is Windows 8 supported by FortiClient V5.0

Yes it is supported. Note that Windows RT is not supported at the moment.

How do I manage remote end-points?

To manage remote endpoints (beyond the 10 included with each model), customers will need to use a FortiGate with an Endpoint License. With the Endpoint License, the administrator will be able to view status, automatically push latest client settings to the client when connected to the FortiGate via VPN (or when it's in the local LAN). The managed client will also be able to upload activities logs to a FortiAnalyzer if required.

How many end-points are supported on each device? Is that a hard limit or a recommendation?

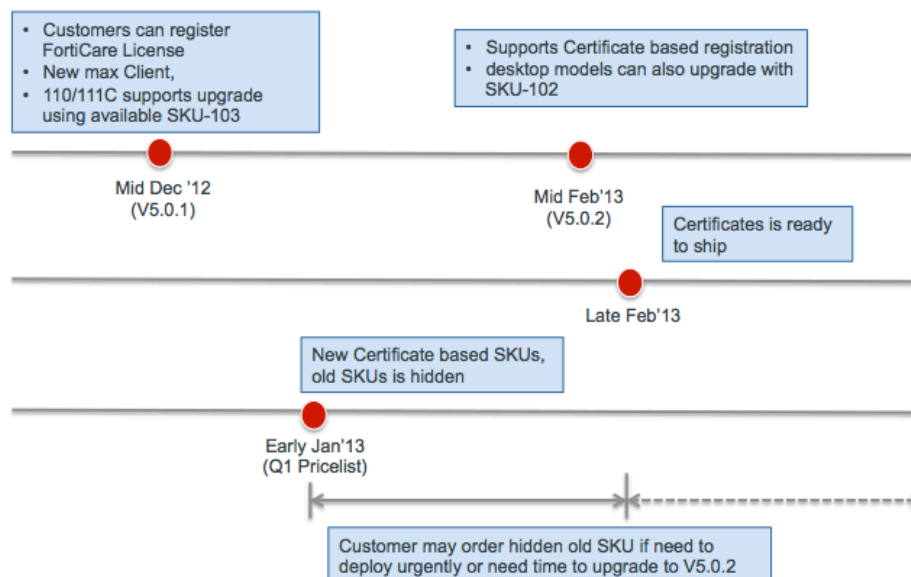
The table below illustrates the maximum managed endpoint supported by each model. These limits are hard limits enforced by the OS.

Models	V4.3	V5.0.0	V5.0.1	V5.0.2+
FGT20C Series	Not Supported	Not Supported	Not Supported	Not Supported
FGT40C Series	Not Supported	10	10	10
FGT60C Series	100	10	10	200
FGT60D Series	Not Supported	10	10	200
FGT80C Series	200	10	10	200
FGT110C/111C	1,000	10	2,000	2,000
FGT100D	1,000	1,000	2,000	2,000
FGT200B	1,000	1,000	2,000	2,000
FGT310B/311B	3,000	1,000	2,000	2,000
FGT300C	3,000	1,000	2,000	2,000
FGT620B/621B	3,000	1,000	2,000	2,000
FGT600C/FGT800C	3,000	1,000	2,000	2,000
FGT1000C	unlimited	3,000	2,000	8,000
FGT1240B	unlimited	3,000	2,000	8,000
FGT3040B	unlimited	3,000	8,000	8,000
FGT3140B	unlimited	3,000	8,000	8,000

FGT3240C	unlimited	3,000	8,000	8,000
FGT3600C	Not Supported	3,000	8,000	8,000
FGT3810A	unlimited	3,000	8,000	8,000
FGT3950B	unlimited	3,000	8,000	8,000
FGT5001A	unlimited	3,000	8,000	8,000
FGT5005FA2	unlimited	3,000	8,000	8,000
FGT5001B	unlimited	3,000	8,000	8,000
FGT5101C	unlimited	3,000	8,000	8,000
FortiGate-VM00	200	10	10	10
FortiGate-VM01	3,000	1000	2,000	2,000
FortiGate-VM02	3,000	1000	2,000	2,000
FortiGate-VM04	unlimited	3,000	8,000	8,000
FortiGate-VM08	unlimited	3,000	8,000	8,000

It seems that there are changes to the FortiGate Endpoint license SKUs on the pricelist, what had changed?

On Q1/13 pricelist, we are publishing Certificate based license which will be implemented on FortiOS V5.0.2. Customers who wish to install Licenses on V5.0GA and V5.0.1 will have to use the older SKUs now hidden on our ordering system. They can refer to the Q4/12 pricelist for the appropriate SKUs. It also introduces new SKUs for desktop models which can be activated on FortiOS V5.0.2.



Can I buy Support for the unmanaged FortiClient product?

No. Support for FortiClient requires an Endpoint License for a FortiGate device and valid FortiCare subscription.

Standalone Client	No support
Standalone Client with FortiGate (e.g., VPN only)	No Support
Managed FortiClient	Endpoint License required, Support services based on FortiGate's FortiCare Subscription

Will there be a similar iOS and Android product?

We currently offer FortiClient on Android and iOS (for iPhone & iPad) with less functionality. The feature parity is illustrated here (based on V5.0.2)

	Windows	Mac OSX	iOS	Android
IPSec	✓	✓	-	✓
SSL	✓	✓	✓	✓
2FA	✓	✓	✓	✓
Anti-Virus	✓	✓	-	-
Web Filtering	✓	✓	✓	-
Application Firewall	✓	✓	-	-
WAN Optimization	✓	-	-	-
Vulnerability Scanning	✓	✓	-	-
Central Management	✓	✓	✓	-
Configuration Provision	✓	✓	✓	-
Logging (via FAZ/FMG)	✓	✓	-	-

Is there a Linux product?

This is not part of the current solution.

Can FortiClient be repackaged for customized install?

No. However, all features can be selectively enabled or disabled after installation. You may also distribute settings via the configuration provisioning when FortiClient is registered with the FortiGate.

What are the Client settings that can be distributed?

All configurations can be distributed, including Antivirus, Application Firewall, Web Filter, Vulnerability Scan settings and VPN configuration. When deploying Web Filter or Application Firewall settings, you can actually reuse the same UTM profiles that are defined for network-based policies.

I wish to distribute different profiles to different groups of users, is that possible?

You'll have to deploy profiles to different FortiGate devices or VDOMs. Each VDOM accommodates a single endpoint profile. No additional license is required. In future FortiOS patch releases, administrators may be able to assign different profiles to device groups within a VDOM.

From where does the FortiClient download information about a signature or query?

By default, it uses FortiGuard Services via the Internet. You can also set Windows FortiClient communicate with FortiManager instead.

What is the FortiClient Configurator Tool? Can it be used to create a custom FortiClient Package?

FortiClient Configurator is a tool that can be used to pre-configure the following options within the custom FortiClient MSI file. Only these options can be pre-configured:

- FortiClient Registration Key
- Preferred FortiGate IP for Registration

Can we repackage the FortiClient agent with custom client configuration and selected features for custom install?

No. This feature is not supported.

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